

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
April 7, 2004 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bill Gardam-Human Services, Roger Stirler-Education, Lance Noe-Drake, Bev Schmeling-Public Safety and Cindy Morton-Revenue
Member's Absent:	Dean Lerner-Inspections and Appeals, Karen Sinclair-Treasurer and Penny Westfall-Law Enforcement Academy
Other Attendees:	Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning , Inspections and Appeals, Mary Ann Hills-DAS-HRE, Daryl Frey, DAS-HRE, Denise Sturm, DAS and Pat Lantz, DAS
Opening Remarks:	<ol style="list-style-type: none"> 1. Chairperson, Nancy Richardson, called the meeting to order. 2. Bill Snyder made the motion to approve the minutes from the March 3, 2004 meeting and Bill Gardam seconded the motion. 3. The motion carried and the minutes were approved.
Joint Council Leadership Meeting	<p>Nancy Richardson updated the council regarding the Joint Council Chair/Vice Chair Leadership meeting that she and John Craig attended on March 18th. Topics discussed at that meeting were:</p> <ul style="list-style-type: none"> • Having regular Chair and Co-Chair meetings. • Feedback from agencies regarding the rates for FY 05. Nancy Richardson reported that she received only one comment from the Department of Transportation. Steve Massena from the ITE council reported that he had not received any feedback. John Baldwin from the GSE council reported that he received comments asking how GSE rates were established and comments expressing concern about those rates. • The Complaint Resolution Process. It was decided that the HRE customer council would complete its work on the Complaint Resolution Process and forward that to the other councils for their consideration with a goal of having consistency in the policy among the councils. • The I/3 process. Discussion centered on whether I/3 should have its own customer council, or whether it should be the responsibility of one of the existing councils. Further discussion will be held regarding this issue. <p>Nancy Richardson also updated the Council on a phone call she received from Jim Chrisinger at DOM regarding the status of the customer council's work.</p>
Financials: Mock Billing FY 05 Rates Legislative Update	Denise Sturm handed out the draft prototype billing. Denise has 64 meetings scheduled with Financial Managers at each department to explain the billing and distribution process. As of now, there appears to be enough distribution money for departments. After discussion about various elements of the billing and the FY 05 HRE rates, Cindy Morton made the motion to use the rates established by the HRE customer council as long as there is sufficient money to distribute to departments. The HRE council will monitor the financial status and revisit the rates if appropriate. Bill Gardam seconded the motion and it was approved.
FY06 Budget	Denise distributed an update on the FY 2006 Budget. The update listed the changes for FY 06 with those budget items that are unknown at this time. Denise requested feedback on the budget reports and said that HRE will provide additional information as it becomes available.
Complaint Resolution Process:	<p>Pat Lantz, the DAS General Counsel, discussed questions regarding the Complaint Resolution Process.</p> <ol style="list-style-type: none"> 1. Is it allowable for the Customer Council to limit complainants to departments? No, it can't be limited to departments. The Complaint Resolution Process in the rules is worded to include all service delivery complaints. However, if there is another appropriate forum for complaint resolution, the complaint should be directed to that forum. 2. Can the Customer Council require that all complaints be in writing? Yes 3. Can the Customer Council require that the complainant take some positive action to appeal the complaint to another level at the 2nd and 3rd levels? Yes

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
April 7, 2004 at 1:30 p.m.**

	<p>4. Can the Customer Council require that a complaint form be used? Yes</p> <p>5. Can the Customer Council include a time limitation for how long after an action took place that a complaint can be lodged? Yes</p> <p>It was decided that HRE would develop a second draft of the complaint resolution process based on this discussion for the HRE Customer Council to consider at its next meeting.</p>
Customer Input Subcommittee Report/FY05 Service Level Agreements	Nancy Berggren reported that the Customer Input Subcommittee met. It was determined that the council would use the customer input generated from the Service Level Agreements that are to be completed with each of HRE's customers. HRE will report to the Customer Council on the input they receive. Bill Gardam made the motion to accept the findings of the subcommittee. John Craig seconded the motion and the motion passed.
Topics for next meeting:	<p>1. Recommendations regarding categorizing HRE services.</p> <p>2. Complaint Resolution Process</p> <p>3. Communication with Customer Agencies</p> <p>4. HRE Council membership</p>
Next meeting:	May 5, 2004, Grimes South Conference Room.
Meeting Adjourned:	The meeting was adjourned at 3:55 p.m.